

The FAO Survival Kit

Guide to "Finding Your Feet"
(or what you should know, when and where you should go to find it out)

Last updated 9 July 2002

When?	What?	Details	Who to ask?
First week	Meet staff from Student Administration.	Get to know the Manager, the Enrolments Clerk, the HECS Officer and Enquiry Counter staff - these people will be your best friends at certain times of the year	Manager (Student Administration)
First week	Meet staff from ACS (Administrative Computing Services)	- Particularly the Computer Systems Officer. - Organise access to the Student Records System and TRIM [see below] (if this hasn't been done for you). - Ask for an SRS manual and to be shown how to use the "on-line" manual. - Ask for a training session – or more than one if you feel you need them. (ACS or Student Administration may provide these.) - TAKE THE TIME to play with the SRS after the training session - Enquire about the management of the SRS – learn how to propose changes to the system and who to approach to discuss changes	Computer Systems Officer (ACS)
First week	Meet the Deputy University Secretary	This officer can provide a link to areas of the University/people you may not come across in your normal daily business. If you are hesitant about arranging a training session or meeting with someone and your FEO can't help, ask this officer for help.	Deputy University Secretary
First week	Introduce yourself to your fellow FAOs	- Find out when the next Faculty Officers' Group meeting is. - Contact some other FAOs – check the Handbook to see if your faculty has any degrees which relate closely to those from other faculties – or any combined degrees and pick on those people first. Use the telephone directory or a people-search on the UWA home page to find out their details. Introduce yourself (More than likely someone will offer to take you out for a coffee and a chat. If not, ask them out).	Fellow FAOs, your FEO OR Deputy University Secretary (this officer will be able to at least point you in the right direction.)
First fortnight	Find out about the tasks ahead ...	- Begin/find month-by-month calendar of duties (most faculties should have one, if not, ask an experienced FAO for a copy of theirs) - Chat with an experienced faculty officer about strategies for coping and organising work - TALK to your "support staff" – they are often the best resource you have!	
First or second month–ongoing	Obtain and READ available documentation	- Take the time at this stage to READ (or at least note the contents of) the documents you have available – including instruction manuals. - Obtain UWA organisational chart, browse through the Operational Priorities Plan and the University's Strategic Plan	http://www.acs.uwa.edu.au/reg/stratplan.html

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		Access the Secretariat homepage, Policies and Procedures section and make sure you familiarise yourself with it sufficiently to know what it covers.	http://www.secretariat.uwa.edu.au/home/policies
		Obtain copies of all the standard letters from support staff (if they are not already easily accessible to you)	
		Obtain a copy of the Admissions and Quota Policy Document and Operational Guidelines.	Refer http://www.acs.uwa.edu.au/stats/
		Obtain copies of the standard forms (for eg. Special Approval Forms)	Your office or Enquiry Counter
		Identify transactions you will be required to carry out (such as processing Changes of Enrolments) and attempt to match them with the standard form. Find out who processes them once they leave your office and what they do with the material you send them.	This depends on the form but fellow FAOs can provide some guidance.
		Investigate UWA website for policy and procedure documents and links to other student administrative areas.	Refer http://www.uwa.edu.au
First six months or asap	Take appropriate training courses	- Arrange to do the Seminar "Role of the Committee Secretary" at CSD. - If you are new to Admin, arrange to do "How the University Works" through CSD. - Attend Staff Induction programme.	Centre for Staff Development
When you are filing your first set of Minutes/ Agenda/ OR The first time you need to use Records	Meet Records Officer and the Electronic Document Management (EDMS) Project Officer	- Arrange an "orientation" with the Records Officer. - Ask about file classification – what numbers are used for what? Find out about the process for creation of electronic student files. - Arrange training sessions for TRIM (UWA's Electronic Document Management System) - Obtain TRIM user manual. Refer: http://www.admin.uwa.edu.au/archives/Manuals/edmsmanualv3.pdf - Ask about the procedure for making up new files, marking bring forwards, folio numbering, filing practices for Minutes and Agenda, material which should be archived vs. material to be destroyed.	Records Officer and EDMS Project Officer
When you prepare your first set of Minutes/ Agenda	Learn about how your faculty Minutes and Agenda impact on the rest of the University (that is, why you have to prepare them the way you do).	- Meet with Deputy University Secretary and the Administrative Officer (University Secretariat). - Run through attachments to faculty minutes required by Council (if unsure). - Learn how faculty material is used by "higher" committees. - Obtain committee structure organisational chart. - Ask about attending Academic Council and the Legislative Committee as an observer.	Deputy University Secretary Administrative Officer (Uni Secretariat) Refer: http://www.secretariat.uwa.edu.au

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When you prepare your first set of regulations	Learn about conventions and practices for preparing Regulations	- Meet with Legislative Officer and the Project Officer (Legislative Change Project) - Ask about the process for approval of "full set" of faculty regulations and what you should be keeping up-to-date during the year.	- Legislative Officer - Project Officer
Before your first enrolment session	Learn about the documentation you will have to check, and what you are required to do.	- Arrange a meeting with the Admissions Manager to talk about the Admissions process and the information you'll receive, and to find out what is expected of you. - Read the Admissions Schedule provided by the Admissions Manager. - Ask a fellow FAO to run through the checking process with you, to show you what is required. - Check with Enrolments/HECS Officer for any special requirements/tips. - Practice a few checks in the company of another FAO.	- Admissions Manager - Admissions Manager - Experienced FAO - Enrolments Officer
Three months OR the first time you need to deal with them	Meet the International Centre staff	- Visit/call staff to introduce yourself. - Discuss procedures for dealing with international students, and ask them to describe particular procedures you are unsure about in detail. - Ask about the impact of part-time enrolments on international students, and the impact of the ESOS Act.	International Students Officer(PG)/AusAID Liaison Officer Co-ordinator of International Admissions Study Abroad Co-ordinator Refer http://www.international.uwa.edu.au/
Three months or the first time a prize-related issue comes up	Establishment of, or changes to prize regulations/conditions Award of current prizes	- Consult Scholarships, Prizes and Endowments - Make contact with the Office of Development - Check under "Prizes" on Secretariat website	http://www.publishing.uwa.edu.au/spe/ Development Officer, Office of Development http://www.secretariat.uwa.edu.au Contact Manager, Student Admin
The first time it comes up	Development of New Programmes and/or Major changes to existing programmes	- See faculty checklist, or consult Secretariat website - Be aware of potential impact on other sections if the proposal is 'new' or 'unusual' - Establish fees for courses (international) and, if coursework/dissertation, local fees	http://www.secretariat.uwa.edu.au/home/policies ("Courses") Ask a fellow FAO Check with Student Admin Check with International Centre for fees
The first time it comes up	New Units	- Refer to 'Faculty checklist' or - Consult Secretariat website for checklist to be used - Consult Student Admin to obtain unit code	http://www.secretariat.uwa.edu.au/home/policies/course/unit/proposals Enrolments Clerk
Usually mid-year, annually	Faculty Handbooks	Discuss process and procedure with Publications	Publications Officer

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Six months OR the first time you need to deal with them.	Meet staff from— 1. The Statistics Office 2. The Prospective Students' Office 3. Student Services 4. The Postgraduate Research & Scholarships Office	- Visit/call one place each week/fortnight to meet the staff. - Discuss their role and any interaction between your area and theirs. - Ascertain if there has been anything about this contact which has been problematic. - If not urgent for action store up items/ procedures you do not understand and use this opportunity to discuss them in person.	1. University Statistician 2. Admissions Officer, Prospective Students' Officer 3. Director, Student Services 4. Manager (Postgraduate Research & Scholarships Office) and Senior Administrative Officer (Scholarships) Refer: http://www.acs.uwa.edu.au/stats/ http://www.uwa.edu.au/prospective/ http://www.studentservices.uwa.edu.au/ http://www.research.uwa.edu.au/pg/
First Appeal against Academic Assessment	Appeals Procedure	Work through procedures in the context of your specific case.	Deputy University Secretary ; OR Experienced Faculty Officer Refer: http://www.secretariat.uwa.edu.au/home/policies
Later ...	Learn about UWA in the wider tertiary education context.	- Find out about the Higher Education system in Australia. - Find out about the Educational Profile. - Read Campus Review and the Higher Education Section in Wednesday's "Australian". - Attend ATEM (Australian Tertiary Education Management) conferences (ask your FEO). - Attend AVCC training courses.	Ask your FEO for pointers Refer: http://www.avcc.edu.au/
Later ...	Expand your skills!	- Attend Centre for Staff Development courses. - Enquire about secondments elsewhere within the Uni (or organise a "job-swap" with another interested FAO). - Enquire about Leadership Development for Women (if you are a woman!).	Senior Staff Development Officer (Centre for Staff Development) Other faculty officers Centre for Staff Development Refer: http://www.acs.uwa.edu.au/csd/
Later ...	Examine your procedures with a critical eye!	- Re-evaluate your standard letters. - Look at the paper flow in your office. - Talk to other staff for examples of "best practice". - Make sure that what you do is not causing problems for a related section.	Your support staff/Academic adviser Deputy University Secretary Other FAOs Your FEO/Dean if appropriate OR Student Admin Stats Office